

Letter from the Director

Dear Fellow CMS Employees,

I am extremely proud of the work that you do and proud to be a part of the CMS team!

Over the past several weeks, I have had the opportunity to meet many of you. We've talked about the challenges you face and the direction in which CMS is headed. We announced new initiatives like Workplace Matters, CMS Gets To Yes, and the 5 C's - our core values. It is my sincerest hope that together we will build an affirmative, positive agency image not only among CMS employees, but also with State agencies, boards, commissions, and ultimately the people of Illinois. This is a lofty, but worth while goal which is critical to delivering stellar customer service.

First, we want to create a positive atmosphere and working style that speaks to our core values – or what I like to call the 5 C's:

- **Communication**
- **Collaboration**
- **Customer Focus**
- **Collegiality**
- **Cost Reduction**

We want to embody and put into practice our new tag line - CMS Gets To Yes! This tag line speaks to our road map for changing the perception of CMS to one that is unequivocally positive. We want to approach every situation at CMS in a manner that results in eventually getting to Yes!

We will use these guiding principles in our efforts to be more customer oriented and focused. The core values will be at the center of our daily delivery of our services to agencies and the public. Our shared vision and efforts will enable us to be the best that CMS has ever been at providing services for State government and the public.

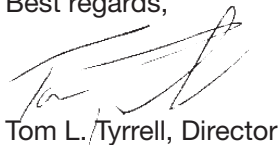
In the coming months, with your input, we are going to explore best practices in the public and private sectors in an effort to guide the strategic direction for the Department. We believe change can only happen if it is supported from within. We look to all of you and ask you to share the good ideas you've brought forward in the past, and all of the great initiatives that you've never had the chance to put forward.

Our hope is that the improvements made will better sustain our mission...

"To support the State of Illinois by delivering innovative, responsive, efficient and effective services that provide the best value for Illinois state government and the people it serves."

Thank you for your dedication to public service and the work that you do every day to support State government and the people of Illinois.

Best regards,



Tom L. Tyrrell, Director



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CMS Surplus Aircraft Auction Drives Significant Savings to Taxpayers

Led by the Department of Central Management Services, the State of Illinois has completed the sale of the state's surplus aircraft, successfully selling the remaining five state-owned surplus aircraft for over \$2.5 million.

In late spring of 2014, nine of the State of Illinois' 21 aircraft were ordered to be sold as part of efforts to reduce the State's aircraft fleet. The nine aircraft were initially offered at public auction on iBid, the State of Illinois' online auction website, from September 15, 2014 to April 1, 2015. After three consecutive auctions, spanning six months and two weeks, five of the nine aircraft remained to be sold, including three of the most expensive.

After the several failed attempts to sell the remaining aircraft, decisive action was necessary if the State was going to successfully sell the aircraft in a way that would yield the greatest return on investment to taxpayers.

CMS Bureau of Agency Services, Surplus Property Division consulted aviation experts and standards which pointed to several factors that contributed to the unsuccessful sales. A supply and demand imbalance and economic uncertainty caused market conditions for the aircraft to deteriorate, making the aircraft's original appraisals higher than the market could support. Based on the high appraisals, the original reserve prices also were cited as an added barrier for interested bidders.

CMS consulted with internal and external aviation experts to generate ideas on the best approach to selling the aircraft. Several new ideas emerged: better promotion of any future aircraft auctions, factor in costs associated with upcoming repair and inspection requirements, and re-evaluate pricing recommendations.

The decision was made to allow the State to accept the highest bid on any of the five aircraft, provided the bid was determined to maximize the return on each asset. Upcoming inspections and repairs, estimated at more than \$1 million, also weighed into the new recommendations. Selling the planes "as is" also allowed the State to obtain a more realistic fair market appraisal and therefore established a reasonable reserve price for the aircraft. To attract more potential bidders, the bid deposit was lowered from \$10,000 to \$5,000.

CMS next implemented innovative marketing and outreach efforts, at a low cost to taxpayers, to significantly



Matt Brown, Assistant Director Markus Veile, Director Tom Tyrrell, and Surplus Property Manager Mark Miller attend a preview event, hosted by CMS, to promote the surplus state aircraft auction on Monday, July 14, 2015.

expand the market for the State's surplus aircraft. In July of 2015, CMS began promoting the auction using online newsletters to more than 500 contacts in the aviation industry, in addition to deploying a social media strategy and advertising in nationally and internationally recognized aviation industry publications.

With a new sales plan in place, the final aircraft auction was launched on July 2, 2015. Throughout the next month, outreach and marketing continued. Ads promoting the Illinois auction were placed in programs for the Experimental Aircraft Association Airventure Oshkosh, a premier air show attended by 550,000+ aviation enthusiasts. When the auction closed on August 3, 2015, each aircraft had received multiple bids. CMS benchmarked all bid proposals against industry standard pricing references to ensure maximized returns.

As a result of the new sales plan, CMS expanded the potential bidder pool to 46 registered bidders and 34 approved bidders, resulting in 622 total bids. The final auction garnered 12,704 views. The greater competition helped maximize the return on investment for Illinois taxpayers, pushing total revenues from the sales of the aircraft to more than 90% of the estimated average value, for a total value of more than \$2.5 million.

Despite many challenges, the State of Illinois achieved significant savings and avoided spending more than \$1 million in State resources on repairs for aircraft we no longer needed. By addressing critical issues hindering the ability for the State to sell the aircraft and implementing an innovative sales plan, CMS helped position the State to realize better returns on the sale of the surplus aircraft.

Governor Rauner Shares Vision for Diversity and Inclusion in Illinois Procurement



Governor Bruce Rauner shares his vision and commitment to diversity inclusion in Illinois procurement with agency heads, agency purchasing officers, and Chief Procurement Officers at Capital City Training Center in Springfield on Thursday, August 13, 2015.

On August 13th, Governor Bruce Rauner shared his commitment and vision to diversity and inclusion in Illinois procurement at a meeting hosted by CMS in Springfield and attended via video conference in Chicago. This State of Illinois Procurement Meeting provided an opportunity for the Chief Procurement Officers, agency heads, agency procurement officers, and representatives from the Business Enterprise Program (BEP) to discuss the state of procurement in Illinois, and learn about the Governor's plans to make Illinois' procurement process more transparent, streamlined, and equitable.

"When state government procures goods and services from Illinois' small business owners, tax dollars remain in our local economies and create opportunities in those communities. Small and diverse businesses are a major creator of new jobs in Illinois and the engine for our state's economic growth. Encouraging more participation in state contracting process is a win-win across Illinois," said Governor Rauner.

CMS Director Tom Tyrrell shares the CMS plan moving forward to grow and enhance the Business Enterprise Program with agency heads, agency procurement officers, the Chief Procurement Officers at the State of Illinois Procurement Meeting.



At the meeting CMS Director Tom Tyrrell spoke about implementing the Governor's vision and commitment to diversity and inclusion in procurement. He also challenged agencies to review all contracts and seek opportunities to reduce the overall cost by 10%. The Chief Procurement Officers for General Services, IDOT, Capital Development Board, and Higher Education spoke about their role in procurement. CMS Assistant Director Kimberly McCullough-Starks shared CMS' plan for procurement forecasting and vendor outreach. BEP Deputy Director Paul Cerpa discussed the BEP and Veterans Business Program (VBP). Mitzi Loftus, Deputy Director of BOSS, provided an update on E-Procurement, the new Illinois BidBuy System. Jennifer Aholt spoke about Illinois Correctional Industries, a program that helps rehabilitate offenders by providing them with training and experience that they can use upon release, all at no cost to taxpayers.

CMS continues working to grow and strengthen the BEP and VBP programs by organizing an aggressive outreach agenda for FY 16. CMS will also be working to strengthen partnerships in communities across Illinois.

Certification with the State through CMS can open up doors for small and diverse businesses to opportunities. Minority, women-owned, disabled and veteran-owned businesses can grow through opportunities to participate in State contracts, and also by connecting with other public and private vendors who are looking for diverse suppliers. By making Illinois' procurement process more transparent, streamlined, standardized, and equitable, the State of Illinois can create an environment in which businesses of all types and sizes can thrive, and where all agencies can be better stewards of taxpayer dollars.

Coming Soon... Workplace Matters Champions!



CMS is launching Workplace Matters, a new committee designed to serve as a platform for employees to talk about anything, connect with their colleagues across the organization, and share insight, ideas and opinions on making CMS a better place to work. In August, employees were asked to nominate someone to represent their bureau. Two Workplace Champions will be selected for each bureau, based on the highest number of votes by their peers and location. The group will meet once a month with Director Tom Tyrrell and other members of the CMS leadership team to share ideas and provide feedback on any workplace issues.

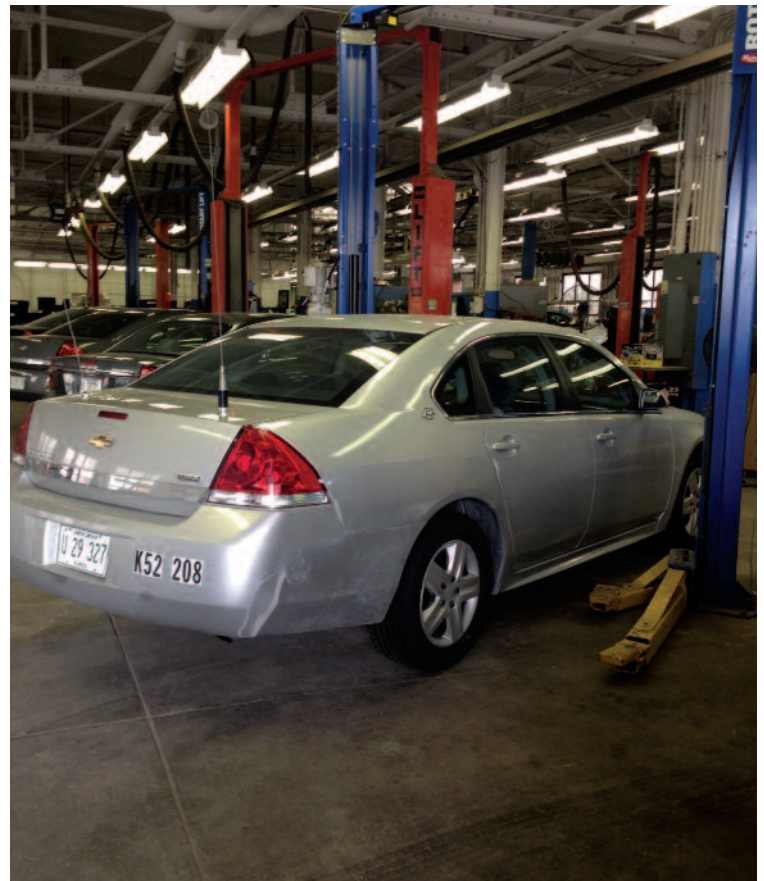
Want to learn more about the vision behind Workplace Matters? [Click here](#) or visit <http://multimedia.illinois.gov/cms/cms-WorkplaceMatters.html> to watch a video of Director Tom Tyrrell discussing Workplace Matters at a recent CMS Employee Townhall Meeting.

Government Transformation Spotlight: Fleet Lean Pilot Project

The Governor's Office has adopted Lean continuous improvement methodology to reduce cost, drive operational efficiency and improve customer service statewide. The Department of Central Management Services is leading the way by piloting this approach in the Bureau of Agency Services' Fleet Management Division.

A team of nearly 20 subject matter experts – including Assistant Director Markus Veile, Deputy Director Barb Bonansinga, fleet management staff, and representatives from the Governor's Office of Management and Budget and other state agencies – are engaged in a collaborative pilot project aimed at improving the vehicle acquisition process through the application of Lean management principles, such as value stream mapping.

In just a few sessions, the team has already identified opportunities for improvement. Examples include consolidation of request documents which is expected to save 200-400 hours of process time, and vehicle contract process improvements to reduce cycle time, fleet vehicle down time and lost productivity.



BCCS Leadership Team Announced

Mike Wons, *Chief Technology Officer*

Mike is joining the BCCS leadership team to serve as Chief Technology Officer. In this role, Mike will be responsible for establishing the technical vision for how advanced technology can shape the future for the State of Illinois and its services to citizens and business and other constituents including local governments, public safety, schools, libraries and hospitals. In the effort to build efficiency and streamline Illinois government through technology, Mike will lead all aspects of strategic technological planning by prioritizing enterprise systems/software and infrastructure initiatives and overseeing the evaluation, deployment and management of current and future technologies.

Mike possesses more than thirty years of technical and leadership experience, specializing in advanced technologies, strategy execution and customer satisfaction including extensive experience with private, public and not-for-profit companies. He most recently provided board/executive advisory and consultative services for various emerging early and mid-state advanced technology companies. He previously served as President and CEO of an industry leading mobile healthcare technology company providing easy to use advanced technology solutions for businesses in six countries and has also held leadership roles including CIO and CTO for several IT companies throughout his career. He has dealt with our HHS, Public Safety and Environmental Services areas in his previous roles.

Prasad Alavilli, *Chief of Enterprise Business Applications*

Prasad joined the BCCS leadership team recently as the Chief of Enterprise Business Applications. In his new role, Prasad will strive to bring consistency and thus efficiency and cost savings across technology solutions statewide. Driven by a solid business case where applicable and a governance model, consistency will be driven by prioritization, effective use of technology, enterprise architecture standardization and project portfolio management. Prasad will work closely with the State CIO and others to drive strategic decisions on cloud technology secure access, web development and mobile computing towards solutions that will have a statewide impact on various agencies, constituents and customers. Prasad will also lead the Enterprise Architecture and Applications team.

Prasad has relevant state government experience having worked at the Illinois Tollway where he was head of the

Strategic Initiatives Division under the Executive department, primarily focused on Enterprise Resource Planning and Enterprise Governance. Prior to that, Prasad worked in the IT industry in the private sector for over seventeen years at one of the top IT consulting and software companies in the US. He has held various leadership roles including Consulting Practice Management and Portfolio Management for US Central Region and Eastern Canada where he managed a diverse portfolio of technology projects and client-relationships across major industry verticals in the private sector.

Kirk Lonbom, *Chief Information Security Officer*

Kirk is joining the BCCS leadership team to serve as the Chief Information Security Officer. As CISO, Kirk will serve a key role in State technology leadership, working closely with Agency Directors, Agency CIOs/CISOs, and the Illinois Cybersecurity community. He will be an advocate for State's total information security needs and will be responsible for the development and delivery of a comprehensive information security strategy to optimize the security posture of the state. He will lead the development and implementation of a security program that leverages collaborations and statewide resources, facilitate information security governance, advise senior leadership on security direction and resource investments, and design appropriate policies to manage information security risk. Kirk brings the leadership approach that is engaging, imaginative, and collaborative, with a sophisticated ability to work with other leaders to set the best balance between security strategies and other priorities at the state level.

For the last 5 1/2 years, Kirk has served as the CIO and Chief of the IT Bureau for the Illinois Emergency Management Agency where he has provided technology systems, infrastructure and services for the Illinois Statewide Emergency Operations Center and led the modernization of technology applications, infrastructure and responder utilized devices to best exploit technology for disaster mitigation, preparedness, response and recovery programs and activities. Prior to that, Kirk spent nineteen years at the Illinois State Police where he held increasingly responsible positions, beginning his state career in Criminal Intelligence and ultimately serving as Assistant Deputy Director/Deputy CIO. Kirk brings a broad base of strategic and tactical analytical intelligence experience as well as extensive IT experience.

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BCCS Leadership Team Announced *(continued)*

Dominic Saebeler, *Chief of IT Policy and Special Projects*

Dominic joined the BCCS leadership team recently to serve as Chief of IT Policy and Special Projects. In this role, Dominic will be working on a variety of projects for the State CIO including an ongoing strategic assessment of state IT policy and structure to support statewide IT transformation into a single technology entity, seeking out opportunities for innovation across the organization. Dominic will also assist with strategic contract negotiations and driving new solutions and rapid application development.

Dominic most recently served as CIO for the Illinois Environmental Protection Agency (EPA). Prior to his role at EPA, Dominic held various strategic and leadership positions with the state over the last 10 years including General Counsel and CIO at the Executive Ethics Commission, General Counsel at the Department of Agriculture and Deputy General Counsel here at CMS BCCS. Prior to joining the state, Dominic worked in the private sector for fifteen years, where in addition to being an attorney, he held various roles including solution sales, contract negotiations and IT consulting. Dominic brings a broad base of IT experiences and historical context to this team including vendor, customer and service provider.

Jonelle Brent, *Chief of Staff*

Jonelle has served as Chief of Staff for BCCS since December 2011 and has also served intermittently throughout her tenure as BCCS Acting Deputy Director. In addition to serving as Chief of Staff where she serves as a confidential advisor to the Deputy Director and provides functional oversight for BCCS operations and integration of activities, she oversees and provides direction to BCCS Human Resources, Fiscal Office, IT/Telecom Procurement, Agency Relations and Enterprise Project Management.

Prior to joining BCCS, Jonelle served as Bureau Chief overseeing Weights and Measures at the Department of Agriculture. She has more than thirty years of state government experience and brings a wealth of knowledge in management administration, budgeting and accounting and project management.

Lori Sorenson, *Chief of Network Operations*

Lori serves as Chief Network Officer and is responsible for the State of Illinois telecommunications and network operations including the Illinois Century Network (ICN), a statewide open access broadband network serving nearly 6,000 schools, libraries, colleges, universities, health care, government, and community service organizations. The Illinois Century Network was awarded a \$96 million BTOP infrastructure grant to build a 2,000 mile fiber network connecting more than 380 community anchor institutions. **Trey McGhee** will work with Lori to provide and improve end user computing services to all 50,000+ State of Illinois users.

Prior to the consolidation of ICN into BCCS, Lori held several leadership positions within ICN, ultimately serving as Interim Director. She currently serves as a state policy advisor for broadband issues and has over 18 years experience in the telecommunications and IT industry.

Scott Norton, *Chief of Enterprise Infrastructure*

Scott Norton joined BCCS as Chief of Enterprise Infrastructure in May 2015. In this role, Scott provides leadership for statewide IT infrastructure and IT directions and analyzes and verifies that initiatives, technologies and services brought into the technical design are compatible in terms of relevant technical standards to ensure compatibility and interoperability of installed mainframes and midrange resources. Scott plays a major role as BCCS helps identify, understand and support statewide IT initiatives and priorities.

Scott previously served as IT Division Manager and CIO for the Illinois Department on Aging (IDoA). Prior to IDoA, Scott spent twenty years at the Illinois State Board of Education where he began as an application developer and completed his experience there as the IT Division Administrator.

Director Scott possesses broad IT technical knowledge and management experience including experience managing a virtualized data center infrastructure, statewide network, end user provisioning and support, computer operations and ISBE's Technology Support call center.

Tech Tip: Self-service password reset saves you time

Forgot your password? Not a problem. CMS BCCS is proud to offer employees Forefront Identify Manager (FIM), a self-service password reset program that can be used by employees to reset or unlock their Illinois Domain Active Directory Accounts from their desktops. In order to reduce the number of calls to the CMS IT Service Desk and greatly improve call wait times for our customers, we are asking all CMS employees to register for this self-service password reset service.

Once registered, you will be able to RESET your own PC login password if you have forgotten it or if your account is locked. The password reset can be done from just about anywhere: from your work PC, a coworkers PC, or a personal device such as a PC, laptop, or smart phone, without having to contact the BCCS IT Service Desk.

Not only will this reduce the time you have to wait to have your password reset, it will also alleviate the number of calls to the IT Service Desk and ultimately benefit all of the customers we support.

REGISTER NOW!

Please follow the simple registration steps:

1. Click the following link or follow the prompts when you login initially: <https://imreg.illinois.gov>
2. Enter your current password.
3. Answer at least 3 of the 4 “simple” questions as an entry level security challenge.
4. Answer at least 5 of the 10 personal questions presented.
5. Answers are NOT case sensitive but they must be at least 3 characters in length and duplicate answers cannot be used.

If you get a set of questions that are not applicable or you are unable to answer, click cancel and you will be presented with a new set of questions. Your answers will

remain private. They are not used by the help desk or anyone else. They are only used by you if you forget or lock-out your password. Once you have received the message that your registration is COMPLETED, you may close your browser window. You do not have to reset your password at this time.

If you haven't already done so, register your Illinois Active Domain Account. This way, if you ever forget your password, you can reset it yourself without calling the help desk.

If you encounter any problems during registration, please contact the CMS BCCS IT Service Desk at (800) 366-8768 or (217) 524-4784 (Option 7) for assistance. Please remember that CMS/BCCS will never ask you for your password.

Thank you for doing your part to making our state more efficient and better able to serve our customers!



State of Illinois
Central Management Services

CMS Illinois Department of
Central Management Services

Office of the Director

Tom Tyrrell

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